

Our Mission: Chaired by Lt. Governor Sue Ellspermann, the Indiana Housing and Community Development Authority (IHCDA) serves Indiana by providing housing opportunities, promoting self-sufficiency and strengthening communities to ensure a sustainable quality of life for all Hoosiers in the community of their choice.

IHCDA

Job Expectations

Title	Front Desk Coordinator	Non-Exempt
Reports to	Director of Marketing and Communications	Date last revised: 2/10/15
Supervises	N/A	
Summary	<p>The Front Desk Coordinator contributes to IHCDA's mission by being the central point of contact for visitors and Hoosiers who have general questions for the agency as well as particular staff members.</p> <p>The Front Desk Coordinator is responsible for receiving communication from constituents (via phone and mail), working with departments within the agency to gather the information necessary to ensure strong and effective internal and external communications and provide any necessary clerical and other duties necessary to the management of the office including but not limited to scheduling meetings, organizing agency calendar, overseeing supply orders and communicating IHCDA staffing changes both internally and externally.</p> <p>Joining the dynamic, fast-paced Marketing and Communications Team allows the Front Desk Coordinator to assist with various tasks in support of communications projects including but not limited to events, writing, data collection and messaging both internally and externally.</p>	
Evaluation of performance	Performance will be evaluated based on achieving key outcomes described in this job description, including specific goals, deadlines and other quality indicators; working effectively in a team environment; representing IHCDA as the first impression for guests; demonstrating customer service by interacting positively with staff as well as partners; and working efficiently and effectively within required specifications, policies and standards established by IHCDA and its associated governing entities.	

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<p>Key outcomes expected</p>	<p><u>Leading the “First Impression Desk”</u></p> <ul style="list-style-type: none"> • Must take ownership of first impression desk, including greeting guests, answering general calls and voicemails to the agency, distributing mail, fulfilling ordering needs of the agency (paper stock, business cards & supplies) and coordinating the backup coverage schedule • IHCDA liaison with building security to ensure safety of IHCDA space, staff and guests • Maintain the front IHCDA entrance in a manner that is fresh, organized, professional and presentable to the general public • Maintain a professional appearance and pleasant and calm demeanor • Maintain a professional relationship with all employees by ensuring a sense of mutual trust, concern, respect and teamwork • Responsible for ensuring constituent inquiries are routed, sorted and answered via the internal database system • Responsible for fielding and addressing constituent or other governmental agency inquiries, issues, complaints and problems in a quick, efficient manner to maintain a high level of customer satisfaction and quality service • Responsible for resolving reasons why constituent contacted IHCDA, whether that means answering a program-related question, explaining procedures, referring the constituent to other sources of assistance or other • As central point of contact for all IHCDA physical mail, leading and advising IHCDA on opportunities for ‘day-forward’ scanning, paperless process; collaborating and cross-training with IT department in this regard <p><u>Telling IHCDA’s Story through Participation on Marketing and Communications Team</u></p> <ul style="list-style-type: none"> • Maintain current list of media contacts for distribution and printing or posting of public notices, which vary by program • Maintain the central communications calendar for the agency including meetings, conferences and events • Responsible for assisting with research needs, fact-gathering and writing for various communications projects and initiatives • Responsible for ensuring organizational chart and staffing lists are current as well as crafting emails and communications in regards to staff changes, agency opportunities, events and partnership highlights • Responsible for assisting with updating information that is supplied to partner organizations, other governmental agencies and staff on the agency websites and various communications methods <p><u>General Expectations</u></p> <ul style="list-style-type: none"> • Maintaining and protecting confidential information • Promoting the agency through positive representation and communication of its services both in person and in written communications • Responsible for developing a collaborative working relationship with each department of IHCDA and assisting them with other needs (such as with IHCDA’s legal department on the processing and implementation of lien releases) • Maintaining current knowledge of IHCDA programs, initiatives and projects • Complying with all policies of IHCDA • Participating in a culture of continuous improvement <p>Other duties as assigned</p>
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Critical skills, knowledge, and behaviors	<p>Able to multi-task and be productive as the daily schedule is fluid depending on the number of constituent contacts, visitors, mail and staff needs</p> <p>Able to effectively communicate with a variety of individuals with diverse backgrounds, education, and economic levels</p> <p>Able to juggle multiple requests and meet multiple deadlines</p> <p>Ability to keep an organized, professional and presentable work space</p> <p>Able to prioritize, organize tasks and time and follow up</p> <p>Able to think logically and analytically</p> <p>Able to work well in a team environment as well as independently</p> <p>Communication and Event coordination and computer software design experience a plus</p> <p>Demonstrates customer service orientation</p> <p>Excellent time management skills</p> <p>Excellent verbal communication skills</p> <p>Excellent written communication skills</p> <p>High detail orientation and accuracy</p> <p>Is a self-starter willing to take on additional roles and collaborate on new assignments</p> <p>Performs responsibilities efficiently and timely</p> <p>Proactive in anticipating and alerting others to problems with projects or processes</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail)</p> <p>Takes initiative and needs little supervision</p> <p>Willingness to take ownership of communications duties and tasks as assigned a constituent's issue and see that it is resolved in a timely fashion to the best of IHCDA's abilities</p>
Education, experience, degrees, licenses	<p>High School or equivalency required. Bachelors' Degree a plus</p> <p>1-3 years of Customer Service or Office Management experience preferred</p> <p>Experience with housing and/or federal programs a plus. If not, must have demonstrated through experience or education, a willingness and ability to absorb complex material quickly</p> <p>Expected to perform in an office environment at IHCDA headquarters in Indianapolis</p>

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Work environment and physical demands	<p>Must be able to work proficiently with computers and other office equipment</p> <p>Work requires spending long periods sitting in front of a computer and on the telephone</p>
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